

CURRICULUM VITAE

RAM MURTI

Carrier Objective-

Want to work in an open exciting & professional environment, excellent growth prospects & challenging opportunities in the case study.

Professional Experience

- An **Automobile Engineer** with core **4 years 5 months'** experience in Service, Customer Support, Customer Relationship management, Spare Parts and oil business, ensuring parts retail, collection, execution vs availability, Warranty And Claim Handling.
- Worked with Agarwal Automobile as a Workshop manager looking after Varanasi.

Academic Qualification-

Name of exam.	Name of board/ University	Name of school/College	Year of Passing	Percentage
Advance diploma in computer application.	MDCS	Maharishi Dayanand College of Computer Science.	2017	85.1%
Diploma(poly.) in Mechanical Engineering(Pro.)	BTE UP	Jhunjhunwala p.g. college faculty of engineering & technology Faizabad.	2018	70%
Bachelor of Art (B.A)	Dr. Ram Manohar Lohiya Avadh University Faizabad (U.P)	S.D.M.S Mahavidyalaya Rasulpur Lilha Faizabad.	2015	49.72%
Inter mediate (P.C.M.)	UP BOARD	Purshottam singh inter mediate college singhani sultanpur (up)	2012	56.6%
High school	UP BOARD	S.C.S.A.I.M.C.Badrinagar raicha sultanpur (UP)	2010	59.5%

Personal Information-

Name : Ram Murti
Father Name : Late Mr. Ram Asare Maurya
D.O.B. : 25 Feb 1996
Gender : Male
Language Known : English , Hindi
Marital status : Married

WORKING EXPERIENCE :

CURRENT PROFILE/JOB ROLL DETAILS :

AGARWAL AUTOMOBILE PVT.LTD,VARANASI DISTRIC(June 18 to till date.)

Worked as a Workshop service manager, Service and Spares department in Agarwal Automobile in Varanasi responsible in handling service operations of dealership.

Marketing activities and conducting events like Van Campaigning, Surveys-Seeding & Penetration, Service schemes, camps, farmers meet, customers meet, mechanic meet.

Achievement of parts, lubes and accessories sales targets in the region on Monthly/Quarter/Annual basis, service Parameters CSI, Parts oil business, Complaint handling, Technical Training to Dealer manpower and system development, Product performance to HO Team, Warranty claim and BTL Claim handling, Dealer system and infra development and audit, pdi and installation. Performance monitoring , relationship management, Customer feedback- product performance, competition info, gathering market information through meeting competition customers etc.

- Daily reporting on Free and paid services & early hour complaint in product with root cause analysis, resolution of toll free complaints within 24 hours.

Local Mechanic and broker tie ups.

Ensure reporting through ESMS-Daily enquiry generation report, Job card details, activity report and monthly event plan, monthly event report, warranty claims.

Product awareness (Tractor & Applications), Customer understanding, Team orientation.

Improving coverage and market share.

SKILLS

- PERSONAL SKILLS : Leadership Quality and Managerial skill, Dedication towards the work, Compatibility to work in various situations, Ability to adapt in any sort of environment, Optimistic, Team Worker.
- SOFTWARE PACKAGES : ADCA, ESMS, EDMS, ECATELOG ESCORTS ONLINE - CRMDMS .
- MISCELLANEOUS : Ability to Handle the task under pressure with confidence and accomplish it.

SUBJECTS OF INTEREST

- Engine & Trouble shooting.

HOBBIES AND INTEREST

- Troubling to attractive places
- Listening Music

Achievements -

- ❖ Training Certificate for -- USTAD
- ❖ Training Certificate for -- Customer Relationship Executive
- ❖ Escorts Certificate for -- Best in RMC
- ❖ Escorts Certificate for -- Best Humdum app drive
- ❖ Escorts Certificate for -- Best in Swachhta diwas
- ❖ (Pradhan Mantri kaushal vikas yojna) Certificate for -- Tyre Fitter

DECLARATIONS-

I hereby declare that all the particulars in this C.V. are true to the best of my knowledge and belief.

Date.....

[Ram Murti]

